



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

August 12, 2010

Document Electronically Transmitted

Richard Strid, CEO
Visalia Medical Clinic
5400 W Hillsdale Avenue
Visalia, CA 93291
rstrid@vmchealth.com

Dear Mr. Strid:

RE: FINAL MONITORING VISIT REPORT for Visalia Medical Clinic – ET09-0572

Date of the Visit:	08/12/10
Beginning/Ending Time:	9:00 a.m. – 10:00 a.m.
Date of Last Visit:	04/15/09
Visit Location:	Teleconference
Persons in attendance:	Visalia Medical Clinic representative: Susan Rasmussen, HR Specialist; Employment Training Panel representative: Kerri Muraki, Project Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	05/01/09 – 04/30/11	Agreement Amount:	\$74,880
Training Start Date:	05/05/09	No. to Retain:	Job 1: 203 Job 2: 5
Date Training must be Completed:	08/12/10*	Range of Hours:	24 - 100
Type of Trainee:	Retrainee	Weighted Ave. Hours:	24

* Contractor requested to programmatically close the contract as of 08/12/10.

FINAL REPORT SUMMARY:

Chronology: The opening term date of the agreement was May 1, 2009. Training began on May 5, 2009, and

proceeded to follow the original training plan. The company representative stated that training was not as successful as originally planned due to the downward economy. Employee focus had to turn toward company output and workflow as opposed to training.

On June 16, 2010, the ETP Analyst submitted a letter of inquiry regarding the contract’s low performance. The contract representative responded stating that Visalia Medical Clinic was focusing their efforts on other areas of the business and would like to programmatically and fiscally close this contract.

On August 12, 2010, a letter was submitted to ETP requesting the contract closure.

Contract Revisions: There were no amendments, modifications, or technical changes to the agreement.

Contract Monitoring: The contract was monitored once during the contract term.

Expected Earnings: ETP records indicate \$3,111 Earned – In Process. A total of 4 trainees completed all the requirements of this variable-reimbursement-method training agreement. This represents a reimbursement rate of 4 percent.

PROJECT STATUS:

Job Number	Maximum to Place	Number Enrolled in Training	Number of Trainees Dropped (following enrollment)	Active Trainees	Placements in Review	Approved Placed
1	203	230	226	0	4	0
2	5	5	5	0	0	0
Totals:	208	235	231	0	4	0

During this Final Visit Meeting the ETP analyst and the contract representative deleted all trainees that did not meet the ETP performance benchmarks, and placed 4 trainees that met all performance benchmarks, per the contract representative.

Interview with the Contract Representative, Susan Rasmussen, Human Resources Specialist

- What barriers, if any, did your company experience in implementing your ETP project?
Changing economic conditions and healthcare reform required that we focus our efforts elsewhere.
- What problems, if any, did your company experience with ETP record keeping?
We did not experience any problems with the ETP recordkeeping.
- What assistance could ETP have provided that would improve the process for future Contractors?
We were happy with the support of ETP staff.
- How did your company benefit from the ETP training?
Employees learned new skills and gained a better understanding of how their jobs fit the big picture of providing healthcare in our community.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

The contract representative stated that although training was delivered during the contract term, the focus in other business areas was strong and only four trainees were able to meet the 24 minimum training hours. The contract

representative stated that in the company's current business environment the Visalia Medical Clinic would not be able to meet the training hour benchmark. The contractor submitted a letter requesting a contract closeout since they determined that the contract performance benchmarks would not be met for additional trainees.

ATTENDANCE ROSTERS:

The contract representative submitted 24 training rosters to the ETP analyst for review. The reviewed rosters met the ETP guidelines, trainer to trainee ratio, adhered to the ETP approved curriculum, and were properly signed.

The above findings are based only on the training records reviewed during this visit and represent only a sample of the training records completed to date. Therefore, it is your responsibility to ensure that all training records comply with Panel requirements for auditing purposes. (Reference: Title 22 California Code of Regulations, Section 4442).

Trainee Interviews:

Trainee 1: LVN – Plastic Surgery, 2 year employee. Trainee stated that she trained primarily in nursing coursework, which is listed under Commercial Skills in the ETP curriculum. Most training was delivered in a classroom setting under the guidance of an instructor. There was limited 1:1 training for procedure development and process under the guidance of a nurse supervisor/educator. Training included methods, techniques for patient care, handling customer claims, and coding. Trainees stated that reference materials were provided. Training was scheduled through her supervisor and internal email postings were issued to staff for training dates and times. Trainee stated that the training was relevant to her job and training was delivered by in-house trainers. Trainers were knowledgeable and the trainee was not charged for training or training materials.

Trainee 2: Patient Services – Billing, 1.5 year employee. Trainee stated she was trained primarily in Business Skills and Computer Skills training, which included electronic medical records, claims processing, internal software application and handling customer requests. Training was in a classroom setting with an instructor present. Trainee stated that training was good and cleared up grey areas and addressed the process flow from billing – authorization – coding. Trainee stated that reference materials were available for training and the training was very relevant to her job. Training courses were available through both her supervisor and internal e-mail postings. Trainee stated that the instructors were knowledgeable, a roster was signed at each training session and there was no fee for training or training materials.

SUBAGREEMENTS:

List of approved subcontractors:

- HealthNet
- Fresno Chapter AAPC
- Critical Care and Emergency Medical Training
- Single Point Outsourcing
- Visalia Healthcare Center

INVOICES:

Visalia Medical Clinic has invoiced for \$3,111, the contract closeout invoice was submitted on 8-12-10. Currently these funds are denoted as earned in process for this performance based contract. Funds will be earned when all performance benchmarks are met and a Final Invoice is approved. Contract representatives stated that 4 trainees completed at least the minimum number of training hours, and the required 90-day retention period.

Contract Amount:	\$74,880
Paid to Date:	\$0
Approved Earned:	\$0
Earned-In Process:	\$3,111

Ms. Muraki, ETP Analyst, received a letter from you requesting to close this contract.

LOCATION OF TRAINING:

Contract representative stated that training was delivered at Visalia Medical Clinic in Visalia, CA.

AUDIT:

Visalia Medical Clinic will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

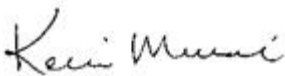
Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions regarding this Final Visit Report or your ETP contract, please contact Kerri Muraki, ETP Project Analyst at 916-327-5677 or kmuraki@etp.ca.gov within ten (10) days upon receipt of this document.

Sincerely,



Rosa Hernandez, Manager
Sacramento Regional Office



Kerri Muraki, Project Analyst
Sacramento Regional Office

cc: Susan Rasmussen, srasmussen@vmchealth.com

David Guzman, Chief, Program Operations Division
Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File